

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

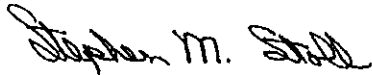
In the Matter of Missouri-American Water)
Company's Request for Authority to)
Implement a General Rate Increase for Water) **File No. WR-2015-0301**
And Sewer Service Provided in Missouri)
Service Areas)

NOTICE OF COMMUNICATION

Issue Date: March 2, 2016

This notice is being filed on behalf of Commissioner Steve Stoll along with the attached letters from Sharon M. & Robert C. Crostic, regarding the above captioned case.

Respectfully Submitted,



Stephen M. Stoll
Commissioner

Dated at Jefferson City, Missouri
On this 2nd day of March, 2016

February 21, 2016

Steven M. Stoll, Commissioner
Missouri Public Service Commission
P. O. Box 360
Jefferson City, Mo. 63152

**Subject: Case No. WR-2015-0301
Water and Sewer rate cases filed by Missouri American Water Co.**

We were unable to attend a local public hearing at Arnold City Hall on February 9, 2016. Therefore, provide our written comments and additional information concerning water and sewer rates filed by Missouri American Water Company.

Trusting the Public Service Commission continues to control increase rates in the best interest of the people and property. This matter requires your proficient attention.

- 1. Rescind any part of subject case that would result in a rate increase by Missouri American Water Company. They have only owned Arnold wastewater for less than a year. Something does not seem right that they want a rate increase.**
- 2. Disapprove Missouri American Water Company to start two regulatory mechanisms to allow the company to adjust future rates up or down. Public Service Commission should maintain control.**
- 3. Object to Missouri American Water Company, an Environmental Cost Adjustment Mechanism to allow a surcharge. This is unreasonable.**
- 4. We oppose the Company's proposal to consolidate service areas for both water and wastewater services. Probably more charges to occur if we approve this. What is the reason for this?**

Comments: We think American Water Company is asking for excessive rates. If this were to pass, my water costs would increase 15%; our wastewater service charge would increase 25%. They do not mention the gross receipts tax that Arnold levied. If this company is lacking funds why did they purchase Arnold wastewater/sewers for millions of dollars? Are there federal funds available to help our community upgrade water and sewer infrastructures? How can these utilities continue to charge unjust taxes?

Comments: We are living on limited income and these rate increases create a hardship. We did not get a cost of living this year but our health premiums have increased. The cost of food has exceeded a normal or reasonable limit. Food is now in smaller packages and smaller quantity and the cost continues to increase.

Comments: After the City of Arnold sold the sewer/wastewater to American Water Company, they started charging a gross receipts tax. We received the first statement in July 2015. Then notified Mayor Counts and Council Member Cooley to repeal this wastewater sewer tax as we were unaware of any other charges when we voted on the sale. We asked for a reply but to date I have not heard from any Arnold representatives about this matter. We want to know if this is a rightful charge? Did the Missouri Public Service Commission have knowledge of this charge and approve it? Please advise in writing.

Sharon M. Crostic
Robert C Crostic

Sharon M. Crostic
Robert C. Crostic



February 21, 2016

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Missouri Public Service Commission
P. O. Box 360
Jefferson City, Mo. 63152

Subject: Case No. WR-2015-0301

Additional Comments: On Jan. 23, 2016, American Water Resources, a subsidiary of American Water, sent an advisory message. Their records indicate we are not protected by the water line and sewer line protection program. The protection cost is \$12.50 monthly. Protections amount up to \$13,000 ***.

See small print. They provide up to *** \$5,000 for water line repairs, and up to \$4,000 for sewer line repairs. They provide up to an additional **\$4,000 for sewer line street repairs**. A \$50 service fee applies for sewer line repairs only when a contractor is dispatch to your home.

The City street department maintains our streets. Why would they charge for sewer line street repairs? This is double charge.

Is this a rightful plan to purchase?

Sharon M. Crostic

Robert C. Crostic

Sharon M. Crostic
Robert C. Crostic



Rec'd 1/23/16

PRSRST STD
 U.S. POSTAGE
PAID
 PERMIT NO. 39
 HEBRON, OH

SERVICE AREA:

LOCATION:

ADVISORY MESSAGE:
9 OUT OF 10 SERVICE

PREPARED FOR:
 33/0/2*****AUTO**SCH 5-DIGIT 63010
 Robert C Crostic

HOMES OVER 25 YEARS
 OF AGE *

[REDACTED]
 [POSTNET]

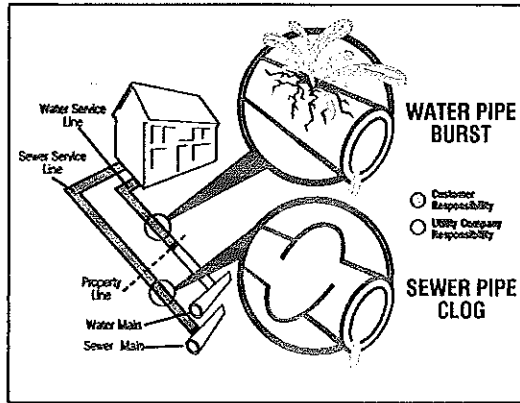
See inside for more information on *.
 For complete Terms and Conditions of this Program, please go to AWRUSA.com/terms or call 1-800-315-4471.

▼ DETACH AND RETURN THIS FORM WITH PAYMENT FOR PROTECTION ▼

*****WITHOUT PROTECTION THE SERVICE LINES AT [REDACTED] MAY BE AT RISK*****

Our records indicate you **ARE NOT PROTECTED** by the Water Line and Sewer Line Protection Program. As a homeowner, you may be responsible for the cost of repairing the lines that service your home, which can **cost thousands of dollars.****

- Leaks and clogs can happen at any time from normal wear and tear.
- Protection includes site excavation by insured, independent contractors typically not covered by homeowners' insurance.
- If your water line breaks or sewer line clogs you may be unable to shower, wash your hands or use the toilet.



REPAIR SOLUTION: THE WATER LINE AND SEWER LINE PROTECTION PROGRAM

1-866-315-4471 * AWRUSA.com/protect

000020184

WATER LINE AND SEWER LINE PROTECTION PROGRAM From American Water Resources, LLC

M0CA0163RLA

PLEASE RETAIN THIS STUB FOR YOUR RECORDS

American Water Resources, a subsidiary of American Water, protects property owners in your area with the Water Line and Sewer Line Protection Program. If your water line leaks or sewer line clogs, a local, insured, independent plumbing contractor will be sent directly to your home.

When you enroll below, you will receive up to \$13,000*** in protection with unlimited repair calls for \$12.50 per month. There are no deductibles, reimbursements or claim forms.

To enroll today, simply return the Protection Activation Form below.

HELP PROTECT YOURSELF BEFORE A SERVICE LINE PROBLEM STRIKES

For immediate service:

CALL NOW 1-866-315-4471

IMPORTANT PROGRAM INFORMATION

For complete Terms and Conditions of this Program, please go to AWRUSA.com/terms or call 1-866-315-4471. *This information is based on the repair records of American Water Resources' customers. **Typical water line responsibility extends from the property line to your home and typical sewer line responsibility extends from the sewer main to your home. Your responsibilities may vary. If you live in a dwelling like a condo, please contact your local homeowners association to determine your responsibilities. ***Provides up to \$5,000 for water line repairs and up to \$4,000 for sewer line repairs and up to an additional \$4,000 for sewer line street repairs. A \$50 service fee applies for sewer line repairs only when a contractor is dispatched to your home. Protection does not include a septic tank or the components thereof.

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TERMS OF AUTHORIZATION FOR DIRECT DEBIT OPTION

Your access to and use of American Water Resources, LLC (AWR) preauthorized transfer payment program ("Direct Debit payment") is subject to the following terms and conditions of authorization ("Terms of Authorization") and all applicable laws. These Terms of Authorization apply exclusively to your access to, and use of, Direct Debit payment and do not alter in any way the terms or conditions of any other agreement you may have with AWR for products, services or otherwise. YOU MUST AGREE TO THESE TERMS OF AUTHORIZATION TO ENROLL IN THE PREAUTHORIZED TRANSFER PAYMENT PROGRAM. If you choose to use the Direct Debit method of payment for the AWR Program you are enrolling in, your signature on the Protection Activation Form will serve as acknowledgment that you have reviewed and accepted these Terms of Authorization. Please retain these terms of authorization for your records. AUTHORIZATION By selecting Direct Debit as your payment method and signing the Protection Activation Form, you hereby authorize your bank or financial institution to make preauthorized electronic bill payments to AWR by debiting the account for which you provided information on the Protection Activation Form. This authorization will remain in effect until you notify AWR in writing to cancel it. Confirmation of your enrollment in the Program can take up to one month. CANCELLING AUTHORIZATION You may cancel authorization for the Direct Debit by notifying AWR in writing to American Water Resources, LLC, Attention: Service Line Protection Administrator, 1420 Discovery Parkway, Alton, Illinois 62002 or by calling 1-866-705-8434. It may take up to one month for your unenrollment from the preauthorized transfer payment program to be effective. REJECTION OF AUTOMATIC PAYMENTS If your bank or financial institution rejects any specific transfer for any reason, AWR may charge a return fee. VARIATION OF PAYMENT The transfers made through the Program may vary. If there is a variation in the monthly or annual amount to be transferred, AWR will provide you a notice of the amount to be transferred in such transfer at least ten (10) days prior to the date of such transfer. You will have the ability to stop payment on such transfer up to three (3) days prior to the date of such transfer. DISCLAIMER THE PREAUTHORIZED TRANSFER PAYMENT PROGRAM IS PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, AND AWR DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED. LIMITATION OF LIABILITY IN NO EVENT SHALL AWR OR ITS OFFICERS, DIRECTORS, SHAREHOLDERS OR EMPLOYEES BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, OR ANY OTHER DAMAGES OF ANY KIND WHETHER IN AN ACTION IN CONTRACT, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE) OR OTHERWISE, ARISING OUT OF OR IN ANY WAY CONNECTED TO THE PROGRAM.

▼ DETACH AND RETURN THIS FORM WITH PAYMENT FOR PROTECTION ▼

PROTECTION ACTIVATION FORM



WATER LINE AND SEWER LINE PROTECTION PROGRAM

HOMEOWNER NAME:

ROBERT C. CRONIN

SERVICE ADDRESS:

[Redacted address]

PHONE NUMBER:

(Required) Home Cell

MAIL

(Required for Confirmation of Enrollment and Terms and Conditions)

RFN: 115855844
MONTHLY FEE: \$12.50
ANNUAL FEE: \$150.00
PROTECTION AMOUNT: UP TO \$13,000***
REPAIR CALLS: UNLIMITED

For faster service,
CALL NOW 1-866-315-4471

or visit AWRUSA.com/protect

Payment Options - Select One

EASY PAY CHECK/DIRECT DEBIT:

I've enclosed check# _____ made payable to American Water Resources (AWR), for the Program's monthly amount of \$12.50. I authorize AWR and my financial institution to debit all subsequent monthly charges from the account provided in accordance with the Terms and Conditions of this Program. This authorization will remain in effect until I notify AWR of a change or cancellation. See Easy Pay Direct Debit Terms of Authorization above.

American Water Resources
1420 Discovery Parkway
Alton, IL 62002

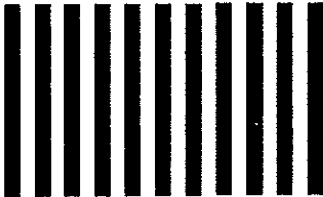
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 541 VOORHEES, NJ

POSTAGE WILL BE PAID BY ADDRESSEE

AMERICAN WATER RESOURCES
PO BOX 803286
CHICAGO, IL 60680-9810



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



ANNUAL PAYMENT BY CREDIT CARD:

I authorize American Water Resources (AWR) to charge the Program's annual amount of \$150.00 to my credit card in accordance with the Terms and Conditions of this Program. This authorization will remain in effect until I notify AWR of a change or cancellation.

Account #: VISA® MasterCard® Discover® Expiration:

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ONE-TIME PAYMENT BY CHECK:

I've enclosed check# _____ made payable to American Water Resources for the Program's annual amount of \$150.00.

You can obtain a copy of the Terms and Conditions of the Program at AWRUSA.com/terms or by calling 1-866-315-4471. By signing this form, you acknowledge that you reviewed and agree to the Water Line and Sewer Line Protection Program Terms and Conditions. A copy of the Terms and Conditions will be included in your e-mailed program confirmation following our receipt of your enrollment. Protection begins 30 days after your Protection Activation Form is processed by American Water Resources, LLC, and you can cancel at any time.

Signature: **X**

(Required)



Administrative Use Only:
115855844MOCOM150
Package Code:
M0100A0163PC

RESPONSE REQUESTED:
3/31/16

MOISTEN HERE, FOLD, SEAL AND MAIL.

MOISTEN HERE, FOLD, SEAL AND MAIL.

MOISTEN HERE, FOLD, SEAL AND MAIL